

Care Coordinator Case Studies

1.1 Care Coordinator



1.2 One-Person Scenario

Case Study #1

60-year-old Spanish speaking woman with Type II Diabetes has an appointment with an Optometrist at your clinic. When she arrived she mentioned that her car broke down and walked to today's appointment.



When speaking to her about her appointments, what is the first thing that you must make sure she understands?

- Verbally tell her when and where her appointments will be.
- Verbally tell her and give her the bilingual appointment reminder.
- Hand the appointment reminder to the patient in English.

1.3 One-Person Scenario

Case Study #1

60-year-old Spanish speaking woman with Type II Diabetes has an appointment with an Optometrist at your clinic. When she arrived she mentioned that her car broke down and walked to today's appointment.



Should you schedule the appointment based on the availability of the Optometrists before she leaves the clinic?

- Yes. checking the availability of the Optometrist is important.
- No. The patient must call and schedule the appointment themselves.
- No. Check the availability of the patient first and then check the Optometrist's schedule.

1.4 One-Person Scenario

Case Study #1

60-year-old Spanish speaking woman with Type II Diabetes has an appointment with an Optometrist at your clinic. When she arrived she mentioned that her car broke down and walked to today's appointment.



When speaking to the patient, what is the next step you need to take in order to make sure that she arrives to the next appointment?

- Talk with her about how she will get to the appointment. You arrange transportation for her if she needs assistance.
- Speak to her about getting her car fixed.
- Make sure she arrives to the appointment by getting a ride from someone.

1.5 One-Person Scenario

Case Study #2

60-year old man with depression tells you that he's really been feeling down lately and would like to meet you at a coffee shop next to his house because he is too depressed to drive.



Would you agree to meet with him outside of the clinic?

- Yes, patient care is important and I would agree to meet him.
- No, I would not meet with him at the coffee shop. It may not be safe.
- Yes, only if he paid for the coffee.

1.6 One-Person Scenario

Case Study #3

A young woman with ADHD was just referred to a therapist. She's upset about seeing this therapist and tells you that she's not sure if she can make it to the appointment since she's "been so busy lately." You ask if it would be alright if you called her to see how she is doing. She says that would be ok.



You called both her home and cell phone, but she didn't answer her phone. What is the best message for you to leave?

- "I'm calling you from VCC, to remind you about an upcoming appointment in regards to your ADHD."
- "I'm calling you from VCC, to remind you about your upcoming appointment with your counselor."
- "I'm calling you from VCC. Please call me back at my extension."

1.7 One-Person Scenario

Case Study #4

45-year-old man with chronic asthma repeatedly misses his appointments with his primary care provider. He was also seen in the ER recently after feeling short of breath and dizzy. When speaking to him over the phone, you ask the patient why he has been missing his appointments with his doctor, he states that the doctors have his diagnosis wrong.



Would you tell the provider that the diagnosis is wrong and tell him "he needs a referral to see a Pulmonologist"?

- Yes. I would suggest that the patient needs a referral.
- Yes. I would confirm the diagnosis of chronic asthma and send in the referral myself.
- No. I would not say the diagnosis was wrong. I would say "Your care team wants to help you in your efforts to take care of yourself, so schedule an appointment with your PCP first".

1.8 One-Person Scenario

Case Study #5

50-year-old woman recently diagnosed with HIV and depression tells you that she "thinks her life is over" and she is not going to take her medications because "what's the point?"



What are the next steps you need to take before she leaves the appointment?

- Teach her breathing techniques.
- Schedule an appointment with a SW or behavioral health provider.
- Suggest she go to a local church group for support.

1.9 One-Person Scenario

Case Study #5

50-year-old woman recently diagnosed with HIV and depression tells you that she “thinks her life is over” and she is not going to take her medications because “what’s the point?”



Do you think, you might do something to hurt yourself when you leave the clinic?

- Talk to her about support group.
- Let the provider know that patient is thinking of hurting herself.
- Advise the patient not to take this seriously.

1.10 One-Person Scenario

Case Study #6

65-year old man with Hypertension calls you frantically that he doesn't have any pills left to take for tomorrow. He says that he doesn't have any refill orders left and forgot to make an appointment with his primary care provider.



What is the best way for this patient to receive his medication?

- You schedule him a same -day appointment to see his PCP.
- Try to schedule the earliest appointment and ask the patient to contact the pharmacy who will contact the nurse on the care team.
- Put in a refill request for the patient.